

URBAN
MUNICIPAL

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HECFI 



Annual Report 2000

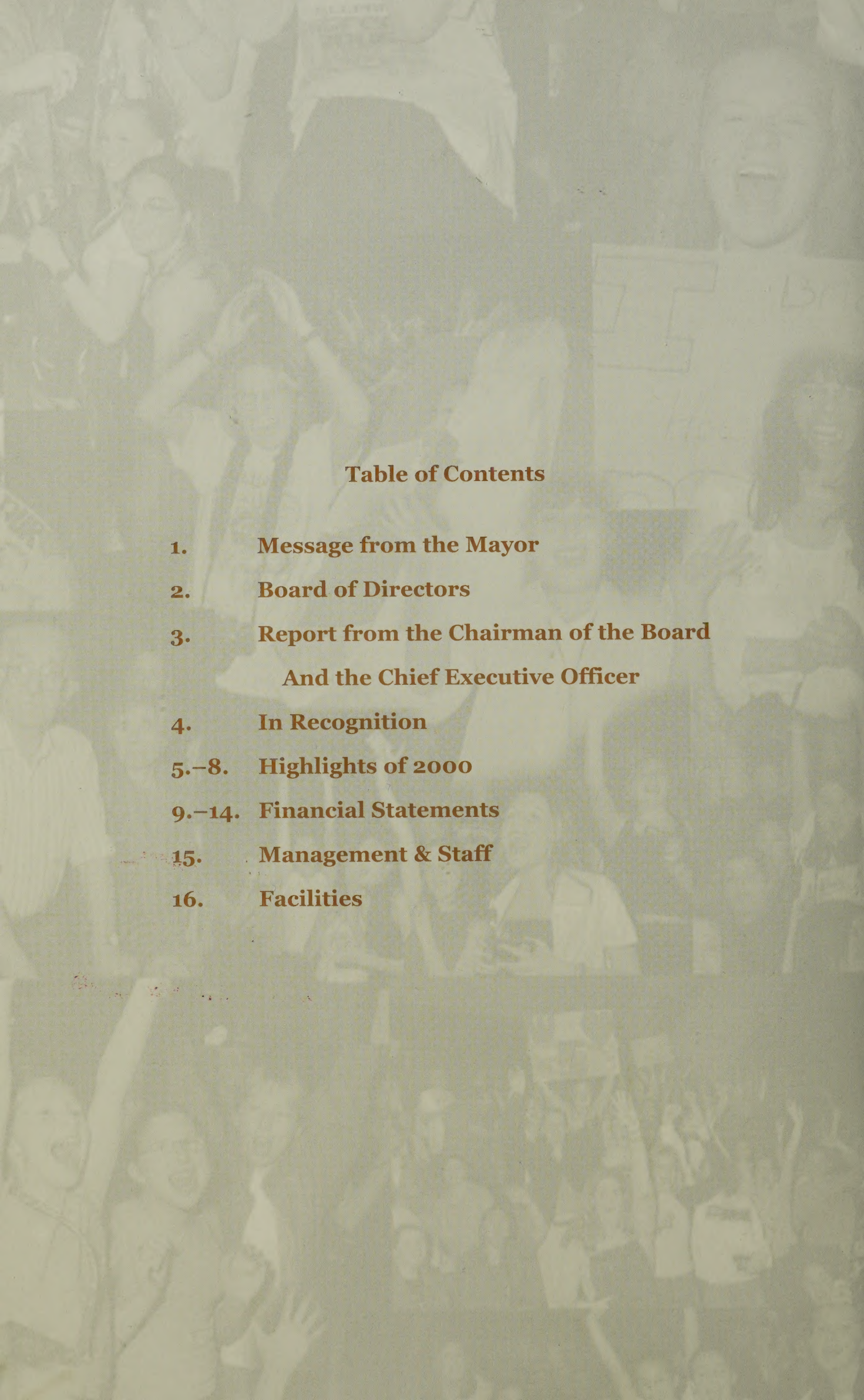


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Message from Mayor Robert Morrow

The year of the Millennium was truly a monumental one. Hamilton's history was forever changed as it amalgamated with Stoney Creek, Glanbrook, Ancaster, Dundas, and Flamborough. The New City of Hamilton's population immediately increased from 317,000 to 469,000.

Hamilton's jewels, the theatre, convention centre and arena, with their history of providing artistic, sporting and convention activity in the heart of the City, will play a prominent role as the extended community, with its varied cultures, blend together.

H.E.C.F.I.'s Board of Directors, together with its management team, have done a commendable job in the programming, operation and maintenance of the facilities. I congratulate them on their successes and am confident that as the New City emerges from the rebuilding which was necessitated by the process of amalgamation, our great facilities will meet the challenges to provide entertainment and services that meet the needs of our blended communities.

I am pleased to endorse the 2000 Annual Report.

URBAN MUNICIPAL

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GOVERNMENT DOCUMENTS



"The principal purposes of the corporation are to maintain, operate, manage, market and promote the Theatre-Auditorium, the Convention Centre and the Trade Centre Arena for the benefit of the City and the people of the City of Hamilton and in the public interest for the objects of the corporation."

Bill Pr34 An Act Respecting the City of Hamilton, December 1985

Board of Directors 2000

Alderman T. Anderson
Chair of the Board

Alderman B. Charters
First Vice Chair

Mrs. M. Dow
Second Vice Chair

Mayor R. Morrow
Ex Officio

Operations Committee
Chair ~ Mr. A. Skrypniak
Vice Chair ~ Alderman B. Kelly

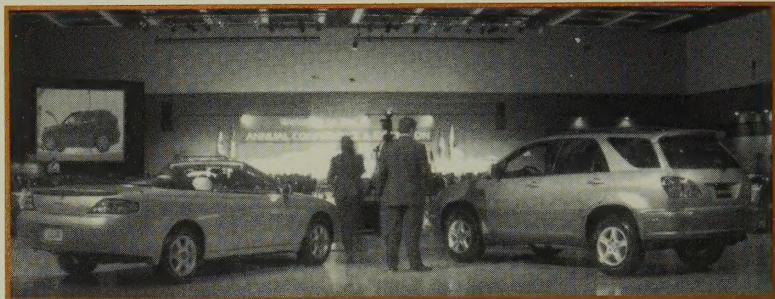
*Marketing & Sales
Committee*
Chair ~ Mr. B. Ingleby
Vice Chair ~ Ms. B. Campbell

*Finance & Administration
and Audit Committees*
Chair ~ Mr. S. Monzavi
Vice Chair ~ Mr. F. Deys

Members at Large

Alderman R. Corsini
Mr. R. Baboth
Mr. P. DeCaria
Mr. J. Nelson

Secretary to the Board
Patricia Bennett



Report from the Chairman of the Board

Alderman Terry Anderson

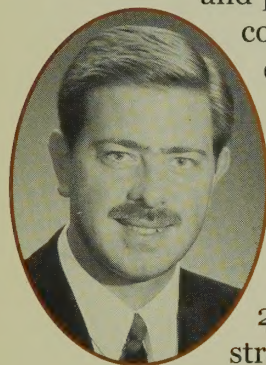
The year 2000 was an outstanding success – activity levels were high, events were varied and well attended. At year end, as a result of staff's diligence in curtailing expenses, HECFI's budgetary surplus was \$235,000. An estimated 1,200,000 patrons attended over 360 entertainment events at the coliseum and the theatre while the convention centre provided the setting for numerous meetings, conventions, conferences and trade shows.

The year began with a production of Salute to Vienna. The BackStreet Boys, Bryan Adams, Blue Rodeo, Jann Arden, David Copperfield, Rita McNeil, Helmut Lotti, Roch Voisine, Anne Murray, The Guess Who, Reba McEntire, Ice Capades, Alan Jackson, and The Tragically Hip are among the performances appearing throughout the remainder of the year.

Hamilton's Bulldogs made the playoffs for the fourth straight year, finishing third in the Empire Division. When the Dogs upset Syracuse in the first round of the playoffs they became the only team in the AHL to advance to the second round in each of the last four seasons. The Club provides wonderful family entertainment throughout the season and it was a relief when, through negotiations with City Council, the team agreed to remain in Hamilton.

The 2000 International Children's Games were held in Hamilton in July with the opening ceremony held at Copps Coliseum. Two Thousand one hundred athletes ranging in ages from 12 to 15 from thirty-three countries joined in the competitions.

As I conclude a five year tenure as Chair of the Board, I would like to express my appreciation to past and present Members of the Board, who I have been privileged to serve with, for their collective contribution and support. As well, to management and staff for their competence in effectively managing the operation of the facilities within the framework of the Corporation's legislation.



The year 2000 was a wonderful beginning to the new Millennium. I am confident the three facilities will continue to be catalysts for all manner of entertainment activities taking place in the downtown core ~ that the Board, Management and Staff, working together, will continue to meet and surpass the accomplishments of 2000 ~ and that Hamilton's sense of pride in our facilities will continue to strengthen and grow.

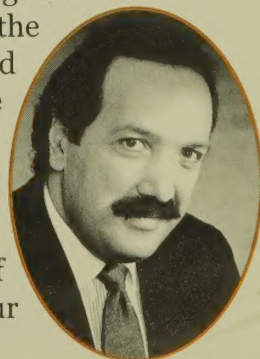
& Chief Executive Officer

Gabe Macaluso

HECFI's on-going evaluation of its processes resulted in a realignment of its staff in the Client Services and Hospitality Sales divisions to more efficiently manage client events and to enable sales executives to more actively pursue convention business. This measure was taken as a result of the dramatically increased local and regional competition for convention and trade show business.

There were a number of firsts during 2000. For 60 years the Vienna Philharmonic has held a New Year's Day concert and this year (for the first time) the show went on the road appearing in 24 cities across North America, including Hamilton Place. Following many months of discussion, the Black Hills/South Dakota Passion Play that dramatizes the last days of Christ was brought to Canada (for the first time) and appeared at Copps Coliseum. As part of the International Children's Games, the Olympic Museum from Switzerland travelled to Canada (for the first time) and was displayed in the Studio Theatre. The invitation to participate in Toronto's Olympic Bid was an exciting prospect and definitely was a highlight during the year.

The new Millennium began very successfully at HECFI. I look forward to many more successes and to providing patrons of the new, amalgamated City of Hamilton with the facilities, programming and services that meet the needs of our larger metropolitan community.



H.E.C.F.I., on behalf of the City of Hamilton, expresses its appreciation to and would like to formally acknowledge in this year of the Millennium, the musical, artistic, theatrical, cultural and sporting groups that have produced events in our facilities, some of which have been producing events in the theatre for over twenty-five years. A wonderful variety of events were presented during 2000 at The Ronald V. Joyce Centre for the Performing Arts at Hamilton Place; The Victor K. Copps Trade Centre/Arena; and The Hamilton Convention Centre. The 2000 calendar of events for each of these companies is listed below. Missing from our 2000 list but worthy of mention is New Faces Productions, a local theatrical company that has traditionally produced highly entertaining events at Hamilton Place. H.E.C.F.I. is proud of the programming provided by its major tenants and looks forward to a great future with them.

Opera Hamilton

Popera ~ January 27, 29

Faust ~ April 1, 6, 8

Madama Butterfly ~ October 14, 19, 21

Popera ~ November 23 & 25

Hamilton Philharmonic Orchestra

Pops Series

Way Out West ~ November 4

Christmas Cavalcade ~ December 20

Hollywood Bound ~ January 12

Celtic Passions ~ March 2

Pops by Request ~ April 20

A Very British Affair ~ May 25

Classics Series

Russian Portraits ~ September 23

The Great Romantics ~ October 5

The Italian Lyre ~ December 2

The German Mark ~ February 10

Viva Espana ~ March 31

Frankly French ~ May 12

How the Gimquat Found Her Song ~ February 18

Twentieth Century Cool ~ March 5

Revelation ~ May 27

Brott 2000

Spring/Summer Music Festival

The Great Mr. Tchaikovsky

Comes to Town ~ May 3,4

Musical Fireworks ~ August 12

Beethoven's 9th Symphony ~ August 19

Fall Music Festival

Viva L'Italia ~ September 22

Concerto Extravaganza ~ October 11

Rachmaninoff Piano Marathon ~

November 16, 17

The Player's Guild of Hamilton

The Glorious 12th ~ February 4,5,10,11,12

If We Are Women ~ March 31, April 6,7,8

A Midsummers Night's Dream ~ October 5,6,7

Greetings ~ December 1,2,7,9

Geritol Follies

The 26th Annual ~ June 13 - 16

The Hamilton Bulldogs

40 Scheduled "Home" Games

1st and 2nd Round Playoff Dates

A special Thank You is extended to our "Hospitality" clients who held many events. Some of the conventions, conferences, trade shows, meetings, receptions and special events held throughout the year are listed below ~

Public Events

Better Living Home Show
Prestige Bridal Shows Inc.
Hamilton Home & Garden Show
Hamilton Psychic Fair
Millennium 2000 Stamp Show
Mercury Marine Exhibit Show
Beau Monde Productions Bridal Show
Super Party New Years' Eve

Conventions / Conferences

Liberal Party of Canada
PC Party of Ontario
New Democratic Party of Ontario
Festivals and Events Ontario
Ontario Association of Optometrists
Automotive Parts Manufacturers' Association
Water Environment Association of Ontario
Ontario Association of Fire Chiefs
Ontario Independent Meat Packers
Rotary District 709
Ontario Municipal Social Services Association
Canadian Society of Clinical Chemists
Association of Municipal Managers, Clerks
& Treasurers of Ontario
International Disaster Management Conference
Venture Planning/School Consultants of NA
Municipal Electric Association
Sports Distributors of Canada Limited
Canadian Polish Congress
State of Lakes Ecosystem Conference
Catholic Curriculum Cooperative
St. John Ambulance – Ontario Council
Ontario Marina Operators Association

Special Events

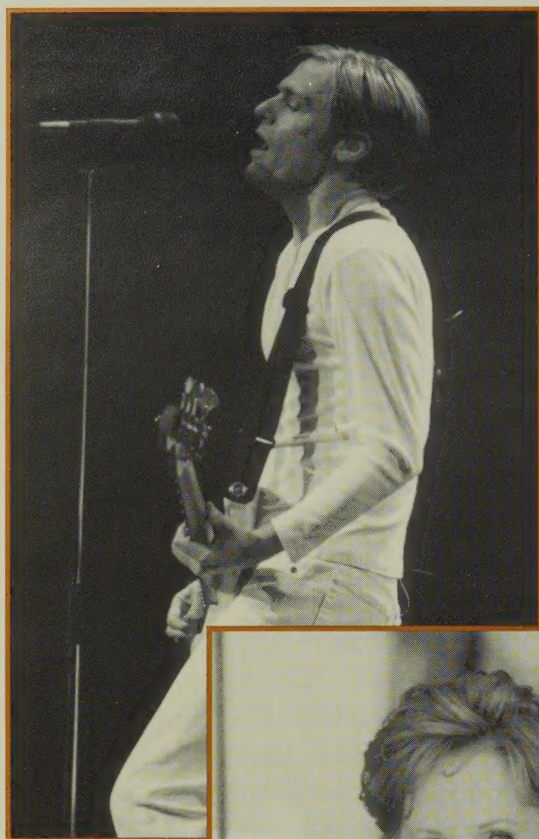
Citizen of the Year Dinner
B'Nai Brith Sports Celebrity Dinner
Ontario 5 Pin Bowlers' Association
Girl Guides of Canada
Ace Awards
Junior Achievement of Hamilton Wentworth
Hamilton Status of Women
Tim Horton's Children's Foundation
Dofasco Inc. Quarter Century Club
Canadian Football Hall of Fame
Induction Dinner
Hamilton Wentworth Engineering Week
Hamilton Gallery of Distinction Dinner

Sixth Annual Ontario Provincial Team
8 Ball Championships
Ontario Provincial Open Karate Championships
Around the Bay Road Race
Greater Hamilton Music Festival
7th Annual Steel City Open
Karate Championships
Big Band Showdown
Festitalia
401 8 Ball Tournament
Hamilton Wentworth Employee Quarter
Century Dinner

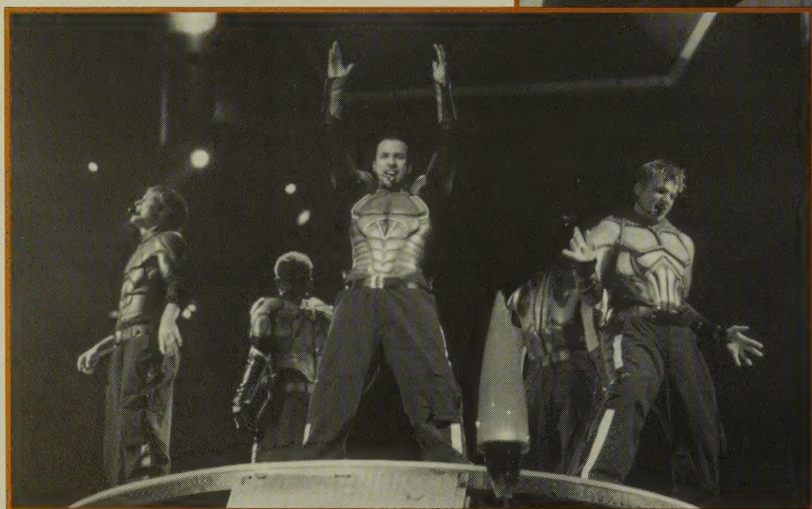
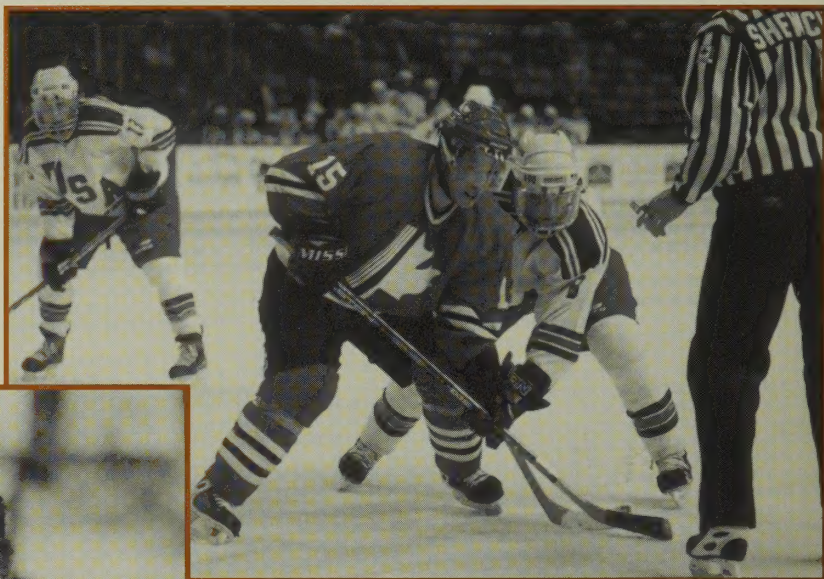
Copps Coliseum

Ronald V. Joyce Centre for the Performing Arts at Hamilton Place

Highlights of the Year 2000



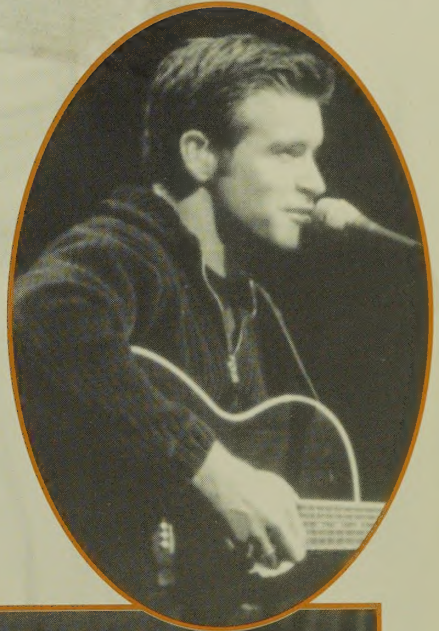
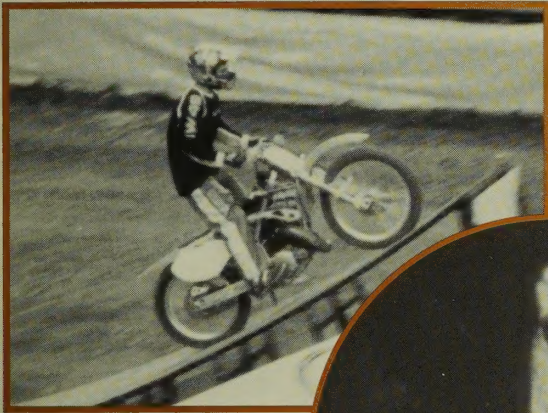
The Year of the Millennium was a star studded one at the HECFI Facilities. The following pages present a pictorial perspective and reflect only a few of the events that attracted an estimated 911,000 patrons to Copps Coliseum and the Ronald V. Joyce Centre for the Performing Arts at Hamilton Place.



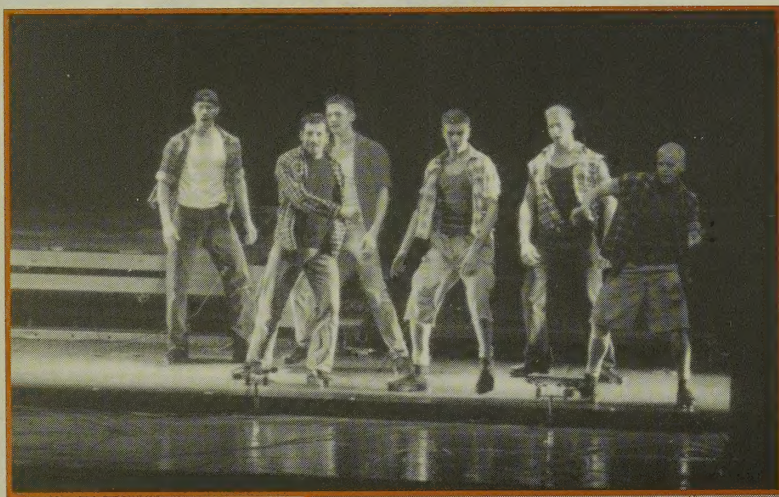
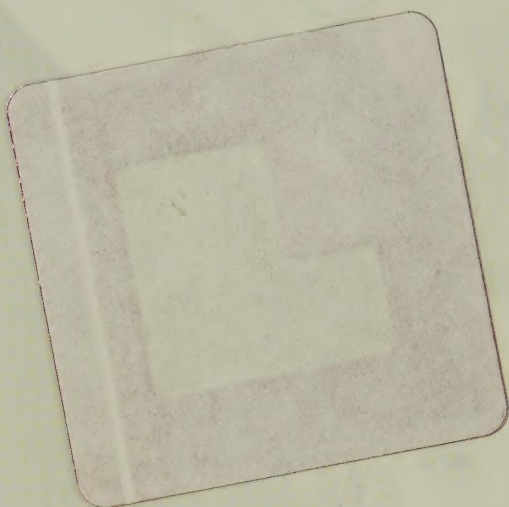
Copps Coliseum

Ronald V. Joyce Centre for the Performing Arts at Hamilton Place

Highlights of the Year 2000



Annual Report 2000



AUDITORS' REPORT

To the Board Members of
The Hamilton Entertainment and Convention Facilities Inc.,
Members of Council, Inhabitants and Ratepayers of The
Corporation of the City of Hamilton

We have audited the balance sheet of The Hamilton Entertainment and Convention Facilities Inc. as at December 31, 2000 and the statements of revenue and expense and cash flows for the year then ended. These financial statements are the responsibility of the Corporation's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the Corporation as at December 31, 2000 and the results of its operations for the year then ended in accordance with Canadian generally accepted accounting principles.

Hamilton, Ontario
March 23, 2001

KPMG
Chartered Accountants

Balance Sheet December 31, 2000, with comparative figures for 1999

	2000	1999
Assets		
Current assets:		
Cash	\$22,400	\$1,782,245
Accounts receivable	1,282,939	975,219
Inventories (note 3)	65,545	65,284
Prepaid expenses	30,361	88,130
Deferred charges on future shows	49,832	88,155
Due from City of Hamilton	1,502,361	222,070
	\$2,953,438	\$3,221,103
Liabilities		
Current liabilities:		
Bank overdraft	\$200,377	\$ 0
Accounts payable and accrued liabilities	1,134,416	1,075,644
Advance ticket sales	1,166,172	1,712,067
Deposits on future rentals	276,368	265,638
Deferred revenue on display advertising	38,083	35,299
Unredeemed gift certificates	77,470	73,130
Advance from a related corporation (note 4)	12,135	11,492
Accrued vacation and sick benefits (note 10)	48,417	47,833
	\$2,953,438	\$3,221,103

See accompanying notes to financial statements

Statement of Revenue and Expense
Year ended December 31, 2000, with comparative figures for 1999

	Budget 2000	Actuals 2000	Actuals 1999
Revenue:			
Rentals, licence fees and show revenue	\$1,909,540	\$1,786,086	\$2,165,131
Food, beverage and concessions	2,689,240	3,235,274	2,940,548
Recoveries	2,521,170	2,903,527	2,604,963
Box Office	342,240	438,103	381,400
Other	340,850	407,508	339,722
	7,803,040	8,770,498	8,431,764
Expense:			
Events Delivery	2,691,110	3,168,714	2,946,971
Food and beverage	2,129,250	2,585,941	2,344,618
Building operations	1,682,970	1,654,017	1,896,446
Marketing and promotion	1,673,980	1,615,682	1,572,209
Administration	1,300,690	1,199,624	1,238,262
Box Office	332,500	319,883	332,480
	9,810,500	10,543,861	10,330,986
Excess of expense over revenue before contribution from the City of Hamilton	2,007,460	(1,773,363)	(1,899,222)
Contribution from the City of Hamilton	2,007,460	2,007,460	2,082,910
Excess of revenue over expense for the year (note 6)	\$ 0	\$234,097	\$183,688
See accompanying notes to financial statements			

Statement of Cash Flows
Year ended December 31, 2000, with comparative figures for 1999

	2000	1999
Cash provided by (used in):		
Operations:		
Change in non-cash operating working capital:		
Increase in non-cash current assets	\$(211,889)	\$(72,198)
(Increase) decrease in due to City of Hamilton	(1,280,291)	802,923
Increase in bank overdraft	200,377	0
Increase in accounts payable and accrued liabilities	58,772	396,018
Decrease in advance ticket sales	(545,895)	(647,872)
Increase (decrease) in deposits on future rentals	10,730	(12,681)
Increase in deferred revenue on display advertising	2,784	8,549
Increase (decrease) in unredeemed gift certificates	4,340	(2,290)
Increase in advance from a related corporation	643	393
Increase (decrease) in accrued vacation and sick benefits	584	(7,398)
Increase (decrease) in cash	(1,759,845)	465,444
Cash, beginning of year	1,782,245	1,316,801
Cash, end of year	\$22,400	\$1,782,245

Notes to Financial Statements

Year Ended December 31, 2000

1. Nature of operations:

The Hamilton Entertainment and Convention Facilities Inc. is a not-for-profit organization, incorporated without share capital under the laws of Ontario by The Corporation of the City of Hamilton (City of Hamilton) to maintain and operate, in the public interest, the following facilities:

Copps Coliseum (a trade Centre and arena)
Hamilton Convention Centre
Ronald V. Joyce Centre for the Performing Arts at Hamilton Place
(a theatre-auditorium)

2. Significant accounting policies:

The Corporation follows accounting principles appropriate for a municipal organization. The more significant accounting policies used are as follows:

(a) Inventories:

Inventories are valued at the lower of cost (determined on the first-in, first-out method) and replacement cost.

(b) Capital assets:

The land, buildings and original equipment of The Hamilton Entertainment and Convention Facilities Inc. are owned by the City of Hamilton. Purchases of equipment and furnishings are charged either directly to operations in the year in which the expenses occur, or to a capital projects reserve fund established for the purchase of capital assets and maintained by the City of Hamilton on behalf of The Hamilton Entertainment and Convention Facilities Inc.

(c) Reserves:

Payments relating to the functional purpose of reserves are charged directly to the reserves.

(d) Rentals, licence fees and show revenue:

Rentals, licence fees and show revenue comprise minimum rental and licence fees, negotiated percentages of box office receipts and profit or loss when the Corporation acts as a promoter or co-promoter on shows. Revenues exclude the capital improvement surcharge.

3. Inventories

Inventories consist of liquor, beer, wine, food and soft drinks.

4. Advance from a related corporation:

In 1991, The Hamilton Performing Arts Foundation Inc. advanced monies to the Corporation which in turn invested the funds with the City of Hamilton. All interest earned on these funds has been reinvested with the City of Hamilton and will be paid to The Hamilton Performing Arts Foundation Inc. The continuity of this account is summarized as follows:

	2000	1999
Balance, beginning of year	\$11,492	\$11,099
Interest earned during the year	643	393
Balance, end of year	\$12,135	\$11,492

Notes to Financial Statements

Year Ended December 31, 2000

5. Pension agreements:

The Corporation makes contributions to the Ontario Municipal Employees Retirement Fund (OMERS), which is a multi-employer plan, on behalf of 49 members of its staff. The plan is a defined benefit plan which specifies the amount of the retirement benefit to be received by the employees based on the length of service and rates of pay. OMERS instituted a total contribution holiday for 1999 and 2000. Accordingly, the amount contributed to OMERS for both years was \$Nil for current service.

In addition, certain other employees of the Corporation are entitled to payments to a registered savings plan which is administered through their union. The Corporation contributed \$41,000 to this plan in 2000 (1999 - \$30,500).

6. Transfer to the City of Hamilton:

At the end of the year \$234,097 (1999 - \$183,688) excess of revenue over expense for the year was transferred to the City of Hamilton and allocated to The Hamilton Entertainment and Convention Facilities Inc. reserve for capital projects.

7. Reserve Fund:

During the year a donation of \$200,000 (1999 - \$200,000) was made by the Ron Joyce Foundation to the City of Hamilton. In accordance with the restriction placed upon the use of these funds, the City of Hamilton has created this separate reserve fund which is to be utilized to finance major building repairs/improvements and to purchase or replace equipment at the Ronald V. Joyce Centre for the Performing Arts at Hamilton Place.

The Ron Joyce Foundation has also pledged further annual donations of \$200,000 for the years 2001 to 2017 inclusive.

The continuity of this fund is summarized as follows:

	2000	1999
Balance, beginning of year	\$442,261	\$1,209,514
Donations	200,000	200,000
Interest earned during the year	55,142	32,747
Funds transferred to finance capital projects approved in the current year's capital budget	(400,000)	(1,000,000)
Balance, end of year	\$297,403	\$442,261

In addition to the above-noted funds, there are also unexpended capital balances relating to projects included in the current and past years' capital budgets. The continuity of this amount is as follows:

	2000	1999
Unexpended balance, beginning of year	\$703,725	\$ 0
Expenditures made on capital projects	(696,744)	(296,275)
Funds transferred to finance the current year's capital projects	400,000	1,000,000
Unexpended balance, end of year	\$406,981	\$703,725

Notes to Financial Statements

Year Ended December 31, 2000

8. Other reserves:

The following reserves have been set aside by Council on behalf of The Hamilton Entertainment and Convention Facilities Inc.

(a) Reserve for capital projects:

This reserve and the interest earned thereon is used primarily to finance major building repairs/improvements, purchase of equipment or replacement thereof. The reserve is financed from allocations of the excess of revenue over expense (note 6) as well as from a patron surcharge levied by the Corporation on ticket admissions to the Ronald V. Joyce Centre for the Performing Arts at Hamilton Place and Copps Coliseum. The continuity of this reserve is summarized as follows:

	2000	1999
Balance, beginning of year	\$377,926	\$1,043,962
Funds transferred to finance capital projects approved in the current year's capital budget:		
Hamilton Convention Centre	(100,000)	(30,000)
Copps Coliseum	(200,000)	(1,025,000)
	(300,000)	(1,055,000)
Receipts from patron surcharges during year:		
Ronald V. Joyce Centre for the Performing Arts at Hamilton Place	131,873	99,374
Copps Coliseum	79,005	66,450
	210,878	165,824
Sale of surplus equipment	0	500
Interest earned during year	54,890	38,952
Surplus transferred from The Hamilton Entertainment and Convention Facilities Inc.	234,097	183,688
	288,987	223,140
Balance, end of year	\$577,791	\$377,926

In addition to the above-noted funds, there are also unexpended capital balances relating to projects included in the current and past years' capital budgets. The continuity of this amount is as follows:

	2000	1999
Unexpended balance, beginning of year	\$1,257,720	\$414,456
Expenditures made on capital projects	(1,177,692)	(211,736)
Funds transferred to finance the current year's capital projects	300,000	1,055,000
Unexpended balance, end of year	\$380,028	\$1,257,720

(b) Special events subsidy reserve

This reserve and interest earned thereon is used primarily to attract events to the facilities operated by The Hamilton Entertainment and Convention Facilities Inc. The continuity of this fund is summarized as:

	2000	1999
Balance, beginning of year	\$1,210	\$1,103
Contribution from the City of Hamilton	100,000	100,000
Interest earned during the year	2,756	1,277
Payments made in the year for events subsidies	(98,576)	(101,170)
Balance, end of year	\$5,390	\$1,210

Notes to Financial Statements
Year Ended December 31, 2000

8. Other reserves (continued):

(c) Budget stabilization reserve

This reserve and the interest earned thereon is used primarily to fund the Corporation's over-expended municipal contribution, if any, in future years. The continuity of this fund is summarized as follows:

	2000	1999
Balance, beginning of year	\$291,927	\$284,529
Interest earned during the year	16,333	7,398
Balance, end of year	\$308,260	\$291,927

9. Other financial information:

The City of Hamilton incurred estimated utility charges and related overhead expenses of \$1,566,000 (1999 - \$1,701,000) for the operations of The Hamilton Entertainment and Convention Facilities Inc.

10. Liability for vested sick leave benefits:

Effective May 1, 1982 the predecessor corporations to The Hamilton Entertainment and Convention Facilities Inc. adopted an Income Protection Plan and sick leave credits earned under the previous Sick Leave Benefit Plan were frozen. Under the Sick Leave Benefit Plan unused sick leave could accumulate and employees were entitled to cash payment upon termination of services after ten continuous years of employment. Entitlement to cash payment continues to apply to those employees who earned credits under this plan. The liability for these accumulated days, to the extent that they have vested and could be taken in cash by an employee on termination, amounted to \$48,417 at December 31, 2000 (1999 - \$47,833). Cash payments made by the City of Hamilton in lieu of sick leave are included in the expenses of the year in which services are terminated and no provision was made by the City in the year when the liability was incurred. The current year expense of \$4,700 (1999 - \$8,000) for sick leave liability was paid directly by the City of Hamilton and is not reflected in these financial statements.

11. Comparative figures:

Certain comparative figures have been reclassified to conform with the financial statement presentation adopted in the current year.

Hamilton Performing Arts Foundation Inc.

Scholarship Fund

The Hamilton Performing Arts Foundation Inc. is pleased to report that in partnership with McMaster University, Mohawk College of Applied Arts and Technology, and the Ontario Provincial Government, two annual scholarships continue to be awarded to students who have demonstrated outstanding academic achievement and excellence in the Performing Arts.

The Hamilton Entertainment and Convention Facilities Inc.

Corporate

Gabe Macaluso
*Managing Director/
Chief Executive Officer*

Patricia Bennett
*Co-Ordinator of Corporate
Services /
Secretary to the Board*

Joan Mills
*Co-Ordinator of Employee
Services*

Mary Murray
Corporate Office Support

Business Services

Rick DiFilippo
Manager

John Randazzo
Business Services Accountant

Kim Turner
Entertainment Accountant

Linda Ambridge
Business Services Clerk

Margaret Violin
Business Services Clerk

Karen Stanton
Business Services Clerk

Operations/Events Delivery

Brad Calder
Director

Gail McCaffrey
Co-Ordinator

Jerry van den Heuvel
Manager, Building Operations

Bill Fletcher
Assistant Manager, Operations

Lynn Zbucki
Operations Support

Dave Kelly
Events Manager

Bella Malavolta
Events Supervisor

Peter Kopatch
Banquet Manager

Sam Haining
Assistant Banquet Manager

Alan Ginn
Executive Chef

Fritz Zwhalen
Sous Chef

Irene Gaudet
Client Services Executive

Jean Bulluss
Client Services Executive

Cheryl Bogie
Client Services Executive

Robert Mendola
Client Services Executive

Jeannine Flett
Client Services Support

Dianne Zemba
Box Office Manager

Anne Moravac
Box Office Supervisor

Brian Murray
Box Office Supervisor

Don Stewart
Head Sound

Butch Munn
Head Carpenter

Trevor McAnuff
Head Electrician

Richard Owen
Head Property

Sonny Asaph
Maintenance Repairer

Dino Beatrice
Maintenance Servicer

Dave Costantino
Maintenance Servicer

Sam Macaluso
Maintenance Repairer

John Brimer
Electronic/Electrical Technician

Management & Staff

Vince Cantwell
Electronic/Electrical Technician

Ian Johnson
Electronic/Electrical Technician

Bruce Picken
Arena Attendant

Scott Ridehalgh
Arena Attendant

Steve Sajder
Arena Attendant

Entertainment Programming

John Elder
Manager

Rich Rakoczy
Programmer

Diana Bordonaro
Programming Support

Marketing/Public Relations

Debra Vivian
Manager

Janet Vandelaar
Marketing/PR Representative

Ellen Read
Marketing/PR Support

Hospitality/Sales

Sal Farrauto
Manager

Karen Dowhan
Hospitality/Sales Executive

Silena Primavera
Hospitality/Sales Executive

*The Hamilton Entertainment and Convention Facilities Inc. manages and operates
the Hamilton Convention Centre, Copps Coliseum and the
Ronald V. Joyce Centre for the Performing Arts at Hamilton Place
on behalf of the The New City of Hamilton*

***Ronald V. Joyce Centre for the
Performing Arts at Hamilton Place***

*10 MacNab Street South
Hamilton, Ontario L8P 4Y3*

Telephone(905)546-3100
Fax(905)521-0924
Box Office Information.....(905)546-3050
Fax – Box Office(905)540-6226
e-mailhamiltonplace@city.hamilton.on.ca

***Divisions Located at the Ronald V.
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